

Technical Guidance for eGrantsPlus

Checking your version of Internet Explorer

1. Start Internet Explorer
2. Select “Help” from menu
3. Select “About Internet Explorer”
4. “Version” must be 6.0 or higher.

Checking your version Mozilla Firefox

1. Start Mozilla Firefox
2. Select “Help” from menu
3. Select “About Mozilla Firefox”
4. “Version” directly under the word Firefox must be 1.0.X.

Netscape and Safari are not currently supported; the user may encounter errors and unexpected results

If you receive “Page not found” error

URL is <https://www.mshomehelpap.com/msprod/>

Common errors:

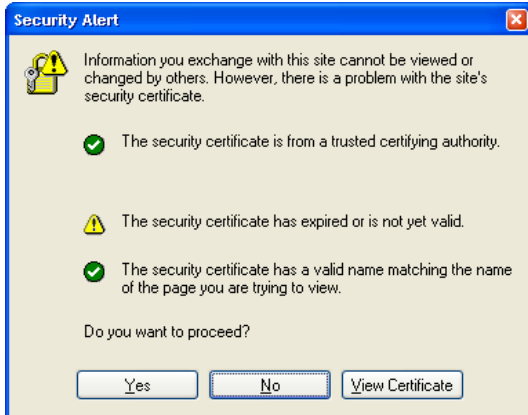
- Must use **https**, not **http**
- Must have “/” at the end of the URL, after “msprod”
- Must be “**.com**” not “**.gov**”

Errors encountered if SSL is not properly configured

Internet Explorer: The Page cannot be displayed

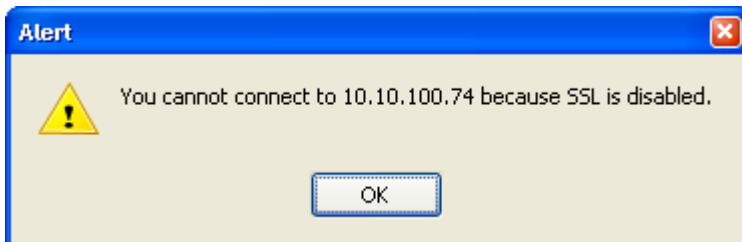
1. Select “Tools” from menu
2. Select “Internet Options”
3. Select “Advanced” tab (far right, top)
4. Scroll to bottom of list
5. Click (check) “Use SSL 2.0”
6. Click (check) “Use SSL 3.0”
7. Click “OK” button
8. Try URL again

Internet Explorer: Security Alert



1. Select "Tools" from menu
2. Select "Internet Options"
3. Select "Advanced" tab (far right, top)
4. Scroll to bottom of list
5. Click (check) "Use SSL 3.0"
6. Click "OK" button
7. Try URL again

Mozilla Firefox:



1. Select "Tools" from menu
2. Select "Options..."
3. Click "Advanced" button on lower left
4. Scroll to Security section near bottom
5. Click (check) "Use SSL 2.0"
6. Click (check) "Use SSL 3.0"
7. Click "OK" button
8. Try URL again